

Community Meeting Summary

The Human Services Department (HSD) has launched a new initiative that will develop a vision and plan for the City's future investments in emergency shelter, transitional housing, day centers/hygiene centers and supportive services for people who are homeless.

At the launch event for the initiative on Thursday, May 26, 2011 more than 50 people from 33 organizations participated, including social service and housing providers, advocacy groups, homeless client representatives, Seattle Public Schools, suburban cities, and Committee to End Homelessness. One of the highlights of the meeting was a creative, collaborative exercise in which meeting participants diagrammed and discussed their collective vision for a seamless services system.

I. Welcome & Introductions

Al Poole welcomed people to the meeting and participants introduced themselves. (A list of participants meeting participants is attached to the summary notes).

II. Presentation: Communities Supporting Safe and Stable Housing

Dannette Smith and Andrea Akita presented information about HSD's initiative and the planning process/timeline.

[Please refer to May 26, 2011 Presentation: *Communities Supporting Safe & Stable Housing*.](#)

HSD is creating a plan for high-impact investments with the end in mind: preventing and ending homelessness for individuals, families, survivors of domestic violence, youth and young adults. This involves a fundamental shift in the paradigm of how HSD invests in programs and services for homeless people.

At the conclusion of the process, HSD will have a plan to:

- 1. Create intentional pathways out of shelter to housing.**
- 2. Integrate services to increase impact and efficiency.**
 - Increase early intervention services to stabilize families and youth to end the cycles that can lead to adult homelessness.
 - Create places where people can go to connect with care and support to stay in housing or move quickly into housing
 - Increase integrated service system responses for families and individuals who are victims of domestic violence
 - Weigh costs/benefits and explore feasibility for system wide, real-time direct data entry into Safe Harbors HMIS
- 3. Implement performance-based contracts that focus on measurements and goals to :**
 - Increase the number of people moving into housing
 - Decrease reoccurrences of homelessness (stop repeated episodes of homelessness)
 - Reduce the length of stay in shelter

III. Shifting the Paradigm: Comments/Thoughts/Questions

Participants commented on the presentation and asked questions about the information and data presented by HSD. A summary list of the comments and questions is attached.

IV. Visualizing a Seamless System

Participants were divided into small groups and asked to work together to draw their collective vision of a seamless system. They were asked to consider: (a) Who needs to be in the picture? (b) What are all the resources that need to be in the picture?; and (c) What does this group as a collective and the community as a whole need to do for the picture to come to life and be sustained?

Key Themes Identified by the Small Groups : The notes from the report-out session are grouped by themes below. *The group pictures/diagrams are attached.*

Person-Centered Approach/ Keeping the person in the center
Person at the Center with multiple strategies
One size does not fit all
Choice

Collaboration - Handles for each other
Lateral Connections
• Eliminate Competition
• Small/Large Agency Partnerships
Coordination across systems

Forecast the Need

Communities
Community with Resources

More resources (\$); flexibility; fluidity
Resources that are equitable and adequate
Necessity of other institutions putting money and resources into the pot

Seattle Human Services Department
Communities Supporting Safe and Stable Housing
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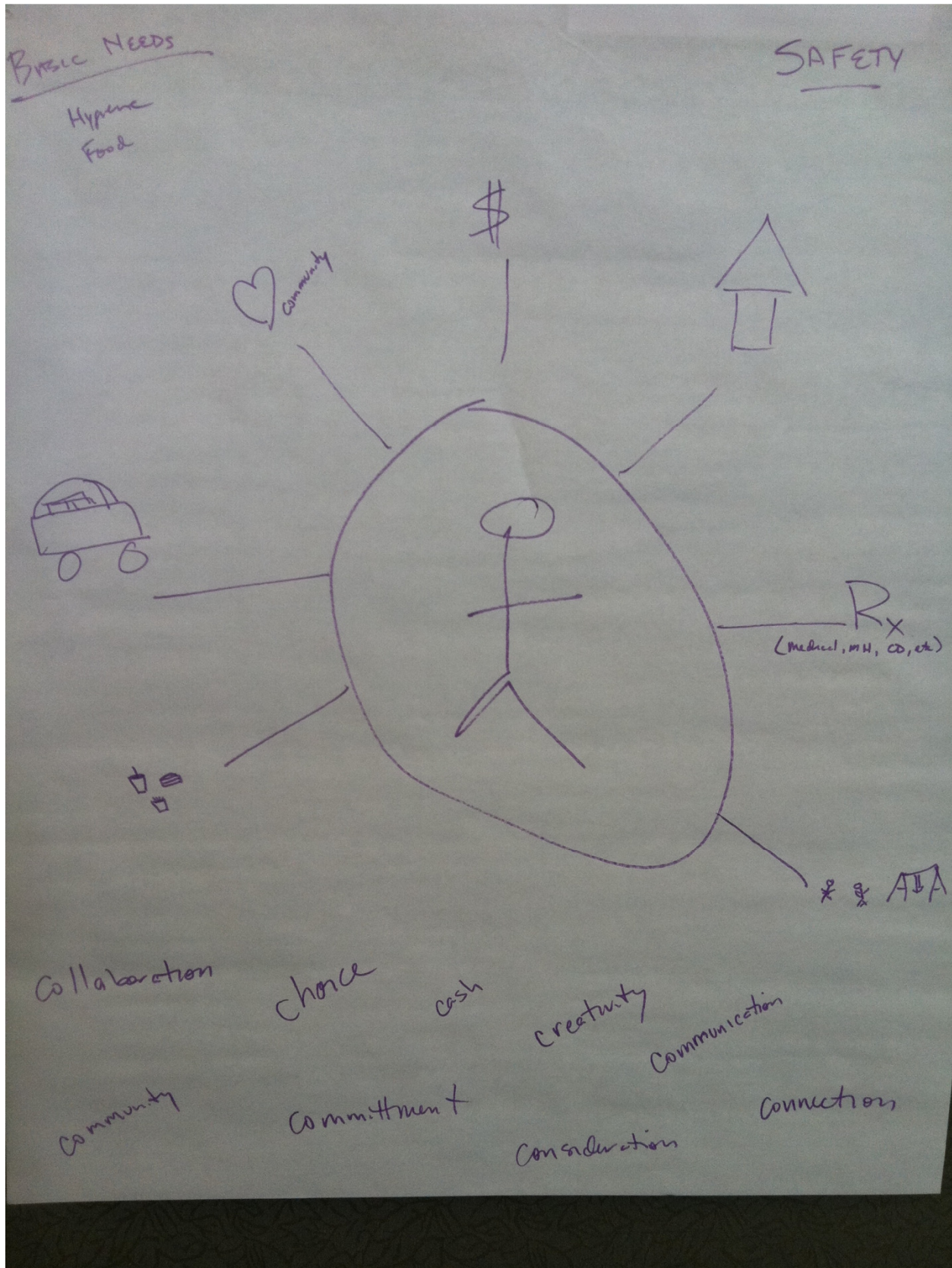
Attachment: Shifting the Paradigm: Discussion Comments/Thoughts/Questions

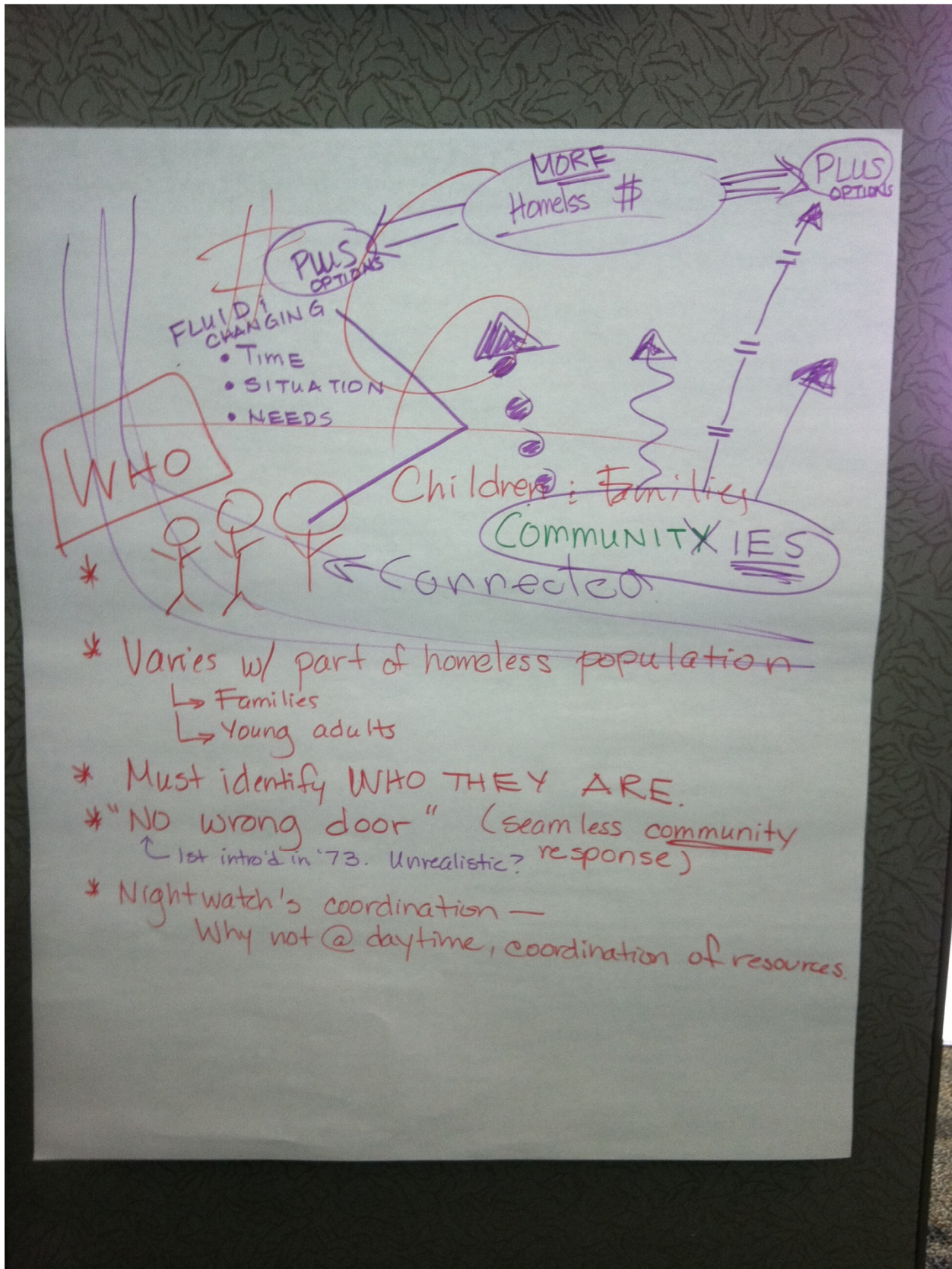
Presentation	<p>Will information be sent out/available?</p> <p>Materials will be posted on the HSD WebPage: www.seattle.gov/humanservices/initiatives.htm</p>
Data	<p>Does HSD have demographic data for other investment areas - for the \$30 Million HSD investments (in addition to shelter demographic data presented)?</p> <p>Is hygiene center data included?</p> <p>Is data available on who is new to shelter vs. those who have previously user shelter?</p> <p>Is data on elderly available? It would be interesting to see information for this population group.</p> <p>The data presented reflects data from the system that we have created.</p> <p>We cannot assume that those who are in shelter/service system are the same as those who are outside of shelter; or vice versa.</p> <p>Has the City considered a “city identifier” in data collection?</p> <p>How will we get data on those who are not connected to service systems?</p> <ul style="list-style-type: none"> • Coordinated entry – will provide data in the future. • Outreach programs as a potential source. • Data from deaths for those who were outdoors/unsheltered (death certificates) as another source. <p>How will system performance measures relate with short time service use?</p> <p>Sharing and improving our understanding and tracking needs and data trends relative to vulnerable populations is important.</p>
Resources	<p>With a limited pie (resources), how do we address needs and prevent future generations from becoming homeless without creating an environment where agencies/programs are competing with one another?</p> <p>It is valuable to see the percentage of HSD shelter investments for single adults.</p> <p>Showing the City of Seattle investments alongside/with County investments is suggested to see holistic view/seamless/regional system.</p>
Resources & Outcomes	<p>Cuts to Basic Health, Disability Lifeline and its impact our ability (statewide) to meet federal outcome/goals.</p> <p>How will this impact our competitiveness for federal funding?</p> <p>Can we advocate/push back at federal level?</p>
Matching Services & Needs	<p>Look at short time service use to be sure programs serve who they are designed to serve</p> <p>Shelter programs are not able to meet the range/breadth of needs: critical needs of people are outside of the control of shelter services (employment, mental health, healthcare, etc.)</p> <p>Bed capacity issues are not addressed in the presentation.</p>

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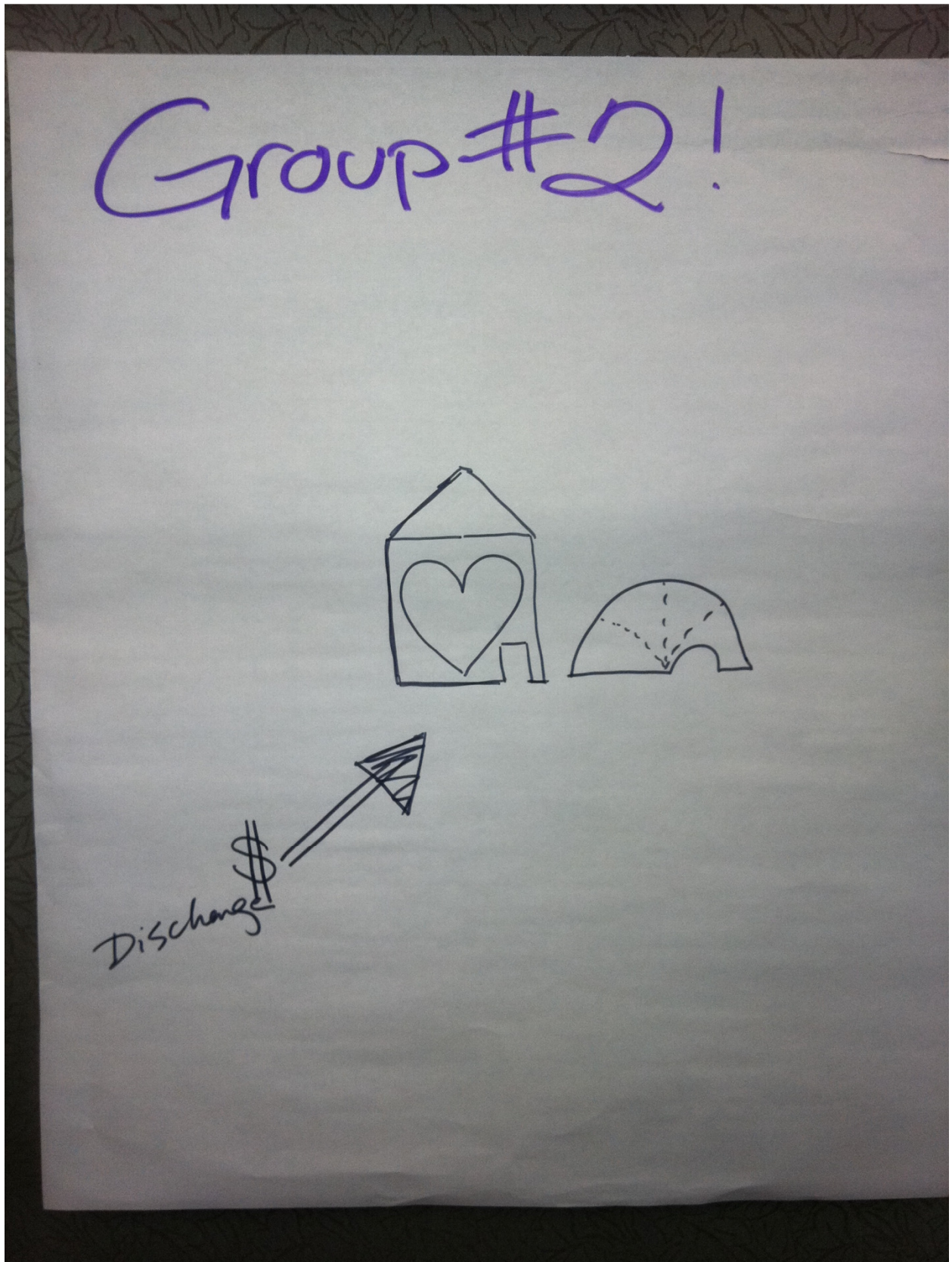
Housing	What's HSD/City's vision for how housing plan(s) relates to this work?
Disproportionality	Examine who is providing services given disproportionality issues.
Cultural Competency	Importance of cultural competency; race and social justice in planning and implementation.
	Linguistic competency is an important part of cultural competency.
Outcomes	Include review of housing outcomes / outcomes from both shelter and non-shelter programs
Contract Restrictions/Service Eligibility	Are there restrictions on working with clients in HSD contracts for youth services? (Example: case manager who can't work with same client who is being served by another case manager in different city-funded program)
Barriers	Review and understand the barriers to access services: why people may not be able to access or choose not to access services
Challenges	There are multi-layered challenges that face individuals, providers, communities. Yet, we believe there is HOPE!

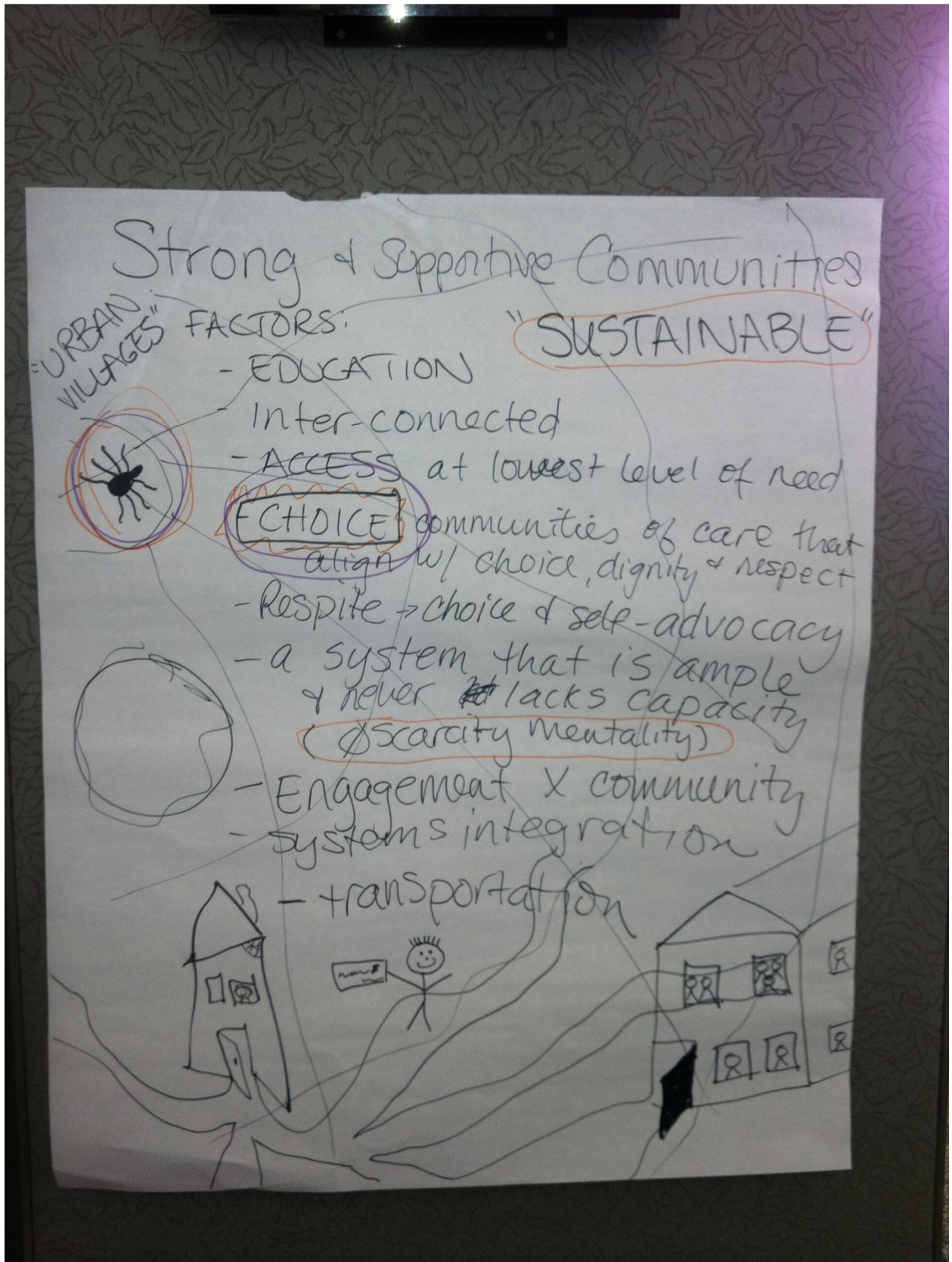
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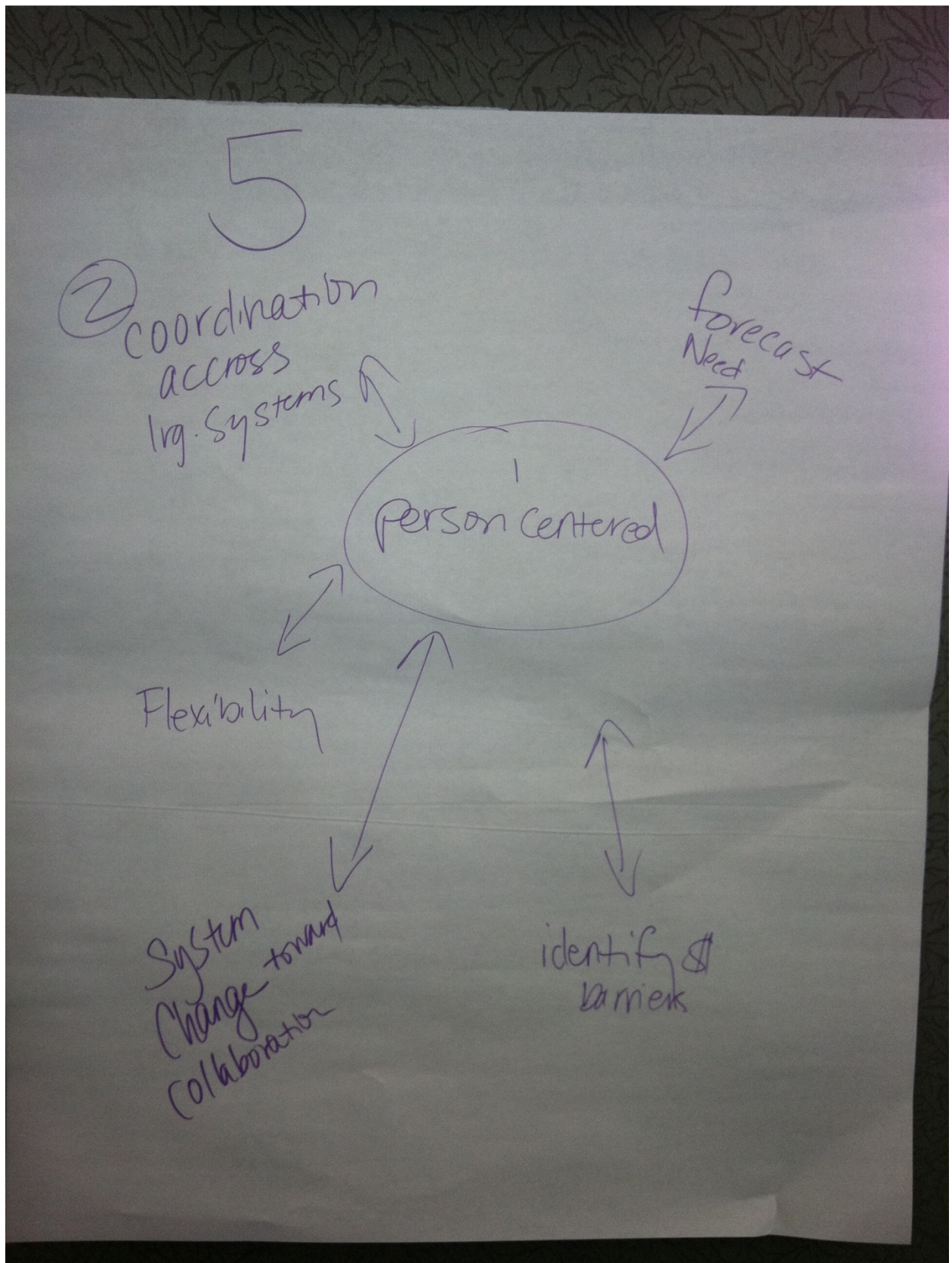


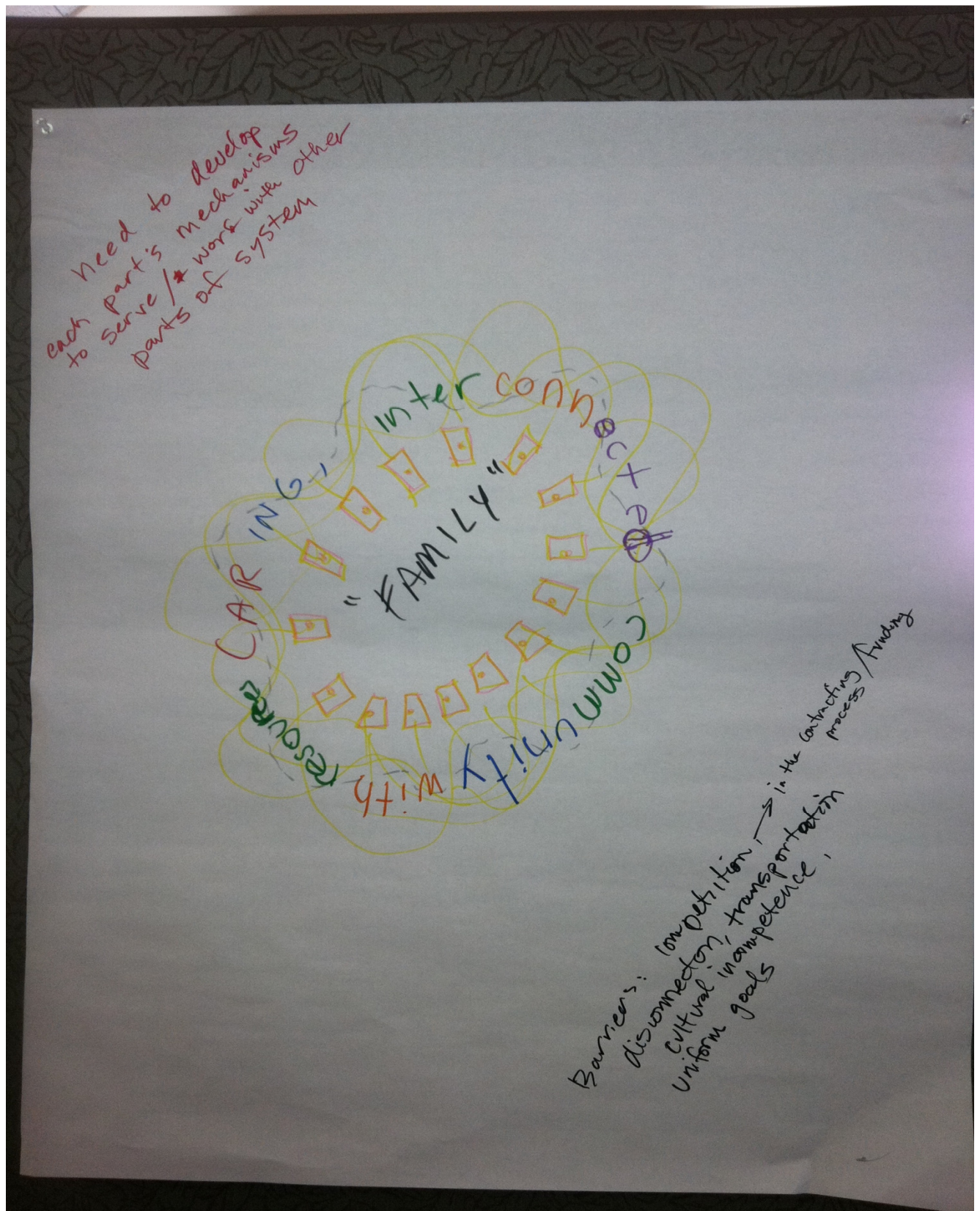


- * Varies w/ part of homeless population
 - ↳ Families
 - ↳ Young adults
- * Must identify WHO THEY ARE.
- * "NO wrong door" (seamless community response)
 - ↳ 1st intro'd in '73. Unrealistic?
- * Nightwatch's coordination —
 - ↳ Why not @ daytime, coordination of resources.









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Name	Organization/Agency
Janet St Clair	ACRS
Joe Alonzo	Auburn Youth Resources
Bill Hallerman	Catholic Community Services
Marty Hartman, Liz McDaniel	Church of Mary Magdalene/Mary's Place
Emily Leslie	City of Bellevue
Jason Johnson	City of Kent
Bill Block	Committee to End Homelessness
Rick Friedhoff, MJ Kiser, Mollie Curran, Susan Rogel, Helena Harper, Tracy Jones	Compass Housing Alliance
William G. Hobson, Daniel Malone	Downtown Emergency Service Center
Estela Ortega	El Centro de la Raza
Gene Harris	First Place School
Emily Alvarado	Housing Development Consortium (HDC)
Patty Turnberg	Immanuel Community Services
Merril Cousin	KCCADV
Kate Speltz	King County
Ronni Gilboa	LIHI
Rod Berg	Mockingbird Society
Jeannie Falls	Pike Market Senior Center - Downtown Food bank
Laurie Becker	Public Health
Kristine Cunningham	Rising Out of the Shadows(ROOTS)
Mike Johnson	Seattle Union Gospel Mission
Dinah Ladd	Seattle Public Schools
John Forsyth	SHA
Jarvis Capucion, Monte Smith	SHARE
Alison Eisinger	SKCCH
Donna Dziak, Kira Zylstra, Michelle Valdez, Tamara Brown, Dee Hillis	Solid Ground
Steve Daschle	Southwest Youth & Family Services
Tyler Bauer	Street Youth Ministries
Ryan Fouts	Teen Feed
Jim Theofelis	The Mockingbird Society
Ciara Murphy	The Salvation Army
Sandy Lowe, Marge Morrison	Wellspring Family Services
Anitra Freeman	WHEEL/SHARE
Brooke Knight, Julie Jacobson, Kristen Brennan	YMCA
Liz Wall	YouthCare
Jeanice Hardy, Patricia Hayden	YWCA
Al Poole, Amy Heyden, Andrea Akita, Dannette Smith, Dick Sugiyama, Judy Summerfield, Mary Flowers, Sandria Woods-Pollard, Sharon Chew	HSD